

# Important Notice for All Members

September, 2013

Dear Member,

As we have mentioned in our last newsletter and in a special mailing to all members, our Credit Union is upgrading our computer system on October 1, 2013. Below is some important information about the conversion, times you will **NOT** have access to funds, and changes to the way some services are delivered. Please read this information carefully and make note of the items which may apply to you.

#### **CONVERSION DAY CLOSING**

# The Credit Union Office will be CLOSED on Tuesday, October 1<sup>st</sup>

The Credit Union main office will be closed on Tuesday, October 1, 2013 to complete the conversion.





# Please plan your cash needs accordingly . . .

Members will not have access to funds from 6:00 p.m. on Monday, September 30<sup>th</sup>, until we re-open at 10:00 a.m. on Wednesday, October 2<sup>nd</sup>. The conversion will also affect Debit and ATM card transactions and Shared Branch transactions. Please plan for your cash need before 6:00 p.m. on Monday, September 30. Electronic access and Shared Branch service may not be restored until noon on Wednesday, October 2<sup>nd</sup>.

During the time we are closed for conversion, there will be no access to funds.

#### STATEMENT EXPRESS – Electronic Statements being Consolidated Into Virtual Branch

Members who currently use Statement Express now have access to their statements for six (6) months. If you are a Statement Express user, your statement for September, 2013 will be available for 6 months. Then the Statement Express site will close.

Statements for October forward will be available for six months in Virtual Branch. If you are already Virtual Branch users and you get electronic statements, you will find your future statements in Virtual Branch (you will no longer have a separate sign-on for e-statements.)

If you are not a Virtual Branch user, but you would like to have this access, you can enroll after October 2, 2013 at our website: <a href="https://www.LMedFU.org">www.LMedFU.org</a>

#### **VIRTUAL BRANCH – Internet Home Banking**

If you currently use our Virtual Branch on-line banking product, you will still use the same sign-on to access your account. Please note: Due to the conversion you will not have access to account history before October 1, 2013. If you need account history for your account prior to October 1, 2013, you can refer to your periodic statement, or call our office at 502-629-3716 for this information to be sent to you at no charge.

#### ON LINE BILL PAY

There are no changes to On-Line Bill Pay. If you currently have On-Line Bill Pay set up on your account, this service will continue. If you do not use On-Line Bill Pay for a period of six (6) months, the service may be de-activated. If your service is de-activated and you would like to use it in the future, just call our office to get Bill Pay re-activated on your account.

### **\$TATLINE** – Audio Response

Beginning October 2, 2013, \$tatLine will have a new toll free number: 855-325-9071.

The first time you use the new \$tatLine number, you will use a temporary password which is the last 4 digits of you social security number. You will also have to change your password to something only you know.

Due to the conversion, \$tatLine will not have access to account history before October 1, 2013. If you need account history for your account prior to October 1, 2013, you can refer to your periodic statement, or call our office at 502-629-3716 for this information to be sent to you at no charge.

### OUR 60TH ANNIVERSARY LOAN SALE CONTINUES

Please be sure to check out all our great LOW loan interest rates at www.LMedFCU.org/rates.

Auto Loan Interest Rates are now as low as 1.60% APR\* for up to 5 years. Other rates and terms up to 6 years are available. \*APR = Annual Percentage Rate.



#### THANK YOU!

Thank you for having an account with our Credit Union. If you have any questions about our upcoming data processing conversion or the changes to services, please feel free to call me at your convenience.

Respectfully,

Ray Kirkland, President

502-629-3716